

From: "LARRY J GILLETT"
To:
Date: 10/23/2008 1:32 PM
Subject: Questar Gas Proposal

Public Service Commission:

My husband and I are Questar Gas customers that are NOT among the 500 (+/-) customers that were under-billed by Questar. We were billed correctly and paid for the natural gas we consumed during the time in question.

It is totally ludicrous and insane that Questar would even propose that customers like us, be assessed (no matter how little the cost), a fee to help defray their losses in what is clearly Questar's mistake in faulty meter customer billing. Ultimately Questar IS responsible for their mistake and NOT customers where NO mistake was made in the first place!!!!!! It should never have taken them that long to realize a problem of this magnitude with faulty meters. WE REFUSE TO PAY THIS ASSESSMENT!!!

Furthermore, the customers that were under-billed should be responsible for the gas usage they consumed during the faulty meter readings. We paid correctly for our usage they should too! Customers affected by this under-billing should have realized at some point there was something wrong in the reduction of gas usage billed during this time. While there should be some allowances, for them to pay back this under charge in time only--they are still responsible to pay for their gas used.

We have two suggestions for Questar: 1) Why doesn't Questar go after the manufacturer of the faulty meters for some of their loss and 2) Include a donation check box on their billing statements for all customers, so those that feel they want to 'help' Questar with this loss, can do so voluntarily.

We thank you as a commission for your consideration in this very important matter.

Sincerely,

Larry and Toni Gillett